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BOURQUE AND ASSOCIATES  
Professional Association  
ATTORNEYS AT LAW  
835 HANOVER STREET, SUITE 301  
MANCHESTER, NEW HAMPSHIRE 03104

FACSIMILE TRANSMISSION

DATE: June 21, 2004

TIME: 10:20 AM

TO: Allan Housain

PHONE:  
FAX: 1-703-746-5744

FROM: Paul J. Kroon, Jr., Esq.  
Bourque Law Offices  
Manchester, New Hampshire

PHONE: 603-623-5111  
FAX: 603-624-1432

RE: Dynamic and Interdependent Processing of Inbound  
Our Reference: CONCERTO-500AX  
Number of pages including cover sheet: 23

Original of this document to be mailed as well: ☐ YES ☒ NO

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Attached is a draft response for your review.

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PATENT

IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

In re application : Szlam et al.  
Serial No. : 09/437,414  
Filed : November 10, 1999  
For : Dynamic and Interdependent Processing of  
Inbound and Outbound Communications  
Attorney's Docket : CONCERTO-500AX  
Examiner : Allan Hoosain  
Group Art Unit : 2645

I hereby certify that this correspondence is being transmitted by facsimile to Commissioner of Patents, Alexandria, VA 22313-1450 at fax phone number 703-746-5744 on June 21, 2004.

By

*Paul S. Kroon Jr.*  
Paul S. Kroon, Jr., Esq.  
Registration No. 51,902  
Attorney for Applicants

PROPOSED AMENDMENT AFTER FINAL PURSUANT TO 37 C.F.R. § 1.116DRAFT - NOT FOR ENTRY

Commissioner of Patents  
PO Box 1450  
Alexandria, VA, 22313-1450

Sir:

In response to the Office Action dated February 2, 2004,  
please amend the above-identified Patent Application as follows: